

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	<b>Effective Date: 03/01/2007</b>
SUBJECT: Financial Management	SECTION: FM 1.5

SUBTITLE: Claim Over- and Under- Payment Monitoring and Oversight
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POLICY:

It is the policy of CRSA to provide monitoring and oversight of CRS Regional Contractors Claims Over- and Under-Payment Policies and ensure that CRS Regional Contractors are recovering claim overpayments and resolving claim underpayments within 12 months of the initial claim payment.

PROCEDURE:

- 1) Review:
  - a) CRSA shall review CRS Regional Contractors' Claims Over- and Under-Payment Policies with revisions and updates due to changes in laws, regulations, or contractual requirements annually.
  - b) CRSA will review the documentation of the CRS Regional Contractors' audit results and analyses that identify trends in the over- or under-payment of claims. Upon that review, CRSA shall determine if there is systemic trend that should be shared with all CRS Regional Contractors.
  - c) CRSA shall review the submitted claim over- and under-payment tracking logs on a quarterly basis to ensure claim over- and under-payment are being resolved in a timely manner and that reasons for the over- or under-payment are being tracked.
  - d) CRSA shall request the CRS Regional Contractors provide samples as requested of claim over- and under-payment documentation for review during the CRSA Annual Administrative Review.
  - e) During the CRSA Annual Administrative Review, CRSA shall review the requested claim over- and under-payment documentation to ensure the claims over- and under-payment requirements are met. Review shall include comparing the documentation requested for review to the requirements for resolution of over- and under-payment and to the information submitted on the Claims Over- and Under-Payment Logs.
  - f) CRSA shall analyze the claim over- and under-payment tracking logs for trends in claim over- and under-payment and the amounts of the over- and under-payment by provider to identify if recoupment from any one provider resulted in a total contract year net recoupment over \$50,000.
  - g) CRSA will review the recoupments in 1.f. to verify notification was provided to AHCCCS as required.

- h) CRSA shall review any policies and processes submitted to CRSA by the CRS Regional Contractors that have been modified or developed to reduce the number of over- and under- payment to ensure compliance with policy requirements for processing of claim over- and under-payment.
- 2) Follow-up:
- a) If, during its quarterly log review, CRSA finds any claim over- or under-payment listed on the Contractors' logs with untimely resolution, a net recoupment over \$50,000 for any one provider of which CRSA was not notified, or missing information, CRSA shall take appropriate action steps depending on the type and number of issues.
  - b) Findings from the audit of the claims over- and under-payment files shall be included in the CRSA Annual Administrative Review Report.
  - c) CRSA will inform AHCCCS of any recoupment of over \$50,000 for any provider in a contract year.
  - d) Findings will be reported to the CRSA Executive Management Committee.

Approved:  CRSA Administrator	Date: <u>2/23/07</u>
The Primary Position of Responsibility for this policy is the Office for Children With Special Health Care Needs Users are encouraged to suggest improvements regarding this policy and procedure.	